Fit it & Forget it

Why people prefer an A. O. Smith water heater...

EWS: Available in 6 to 25 litre capacities

QUALITY

American technology that ensures you have a water heater that works in Indian water conditions.

RELIABILITY

Heating technology that will always give you hot water… Guaranteed!

PREMIUM

Our new innovative solutions are often copied but never equalled.

ENERGY SAVING

Saves time.
Saves energy.
Saves money.

INNOVATIVE

Blue Diamond Glass-Lined Tanks.
Glass Coated Elements.
Colour Options.

EXCELLENT SERVICE

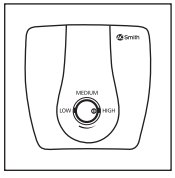
Guaranteed Service within 24 hours.
Call: 1800.103.2468

AO Smith™
Innovation has a name.

User Guide

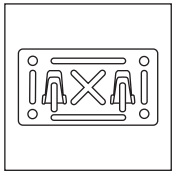
What's in the box?

Electric Water Heater

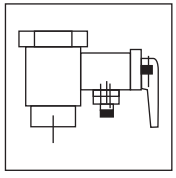


User Guide

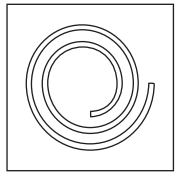
Wall Mounting Accessory



Safety Valve



Drain Pipe



A. O. Smith ColourMatch System™

The product in the box comes in either white or ivory with a front panel of the same colour. You have the option of changing this panel to match the colour of your bathroom.

A.O. Smith ColourMatch System™ allows you to match your water heater to the colour of your bathroom.

Call the A. O. Smith Customer Care Centre [**1.800.103.2468**] to order one of the decorative front panel colour options, and we will have it delivered to you free of charge.

White

Blue

Steel Grey

Lavender

Ivory

Red Brick

Olive

Brown

Innovation has a name.

Dear Customer,

Congratulations! You have bought a world-class water heater from A. O. Smith Water Products Company, the largest water heater manufacturer in North America. A division of A. O. Smith Corporation, it is a global leader in innovative technology and energy efficient solutions.

Our customer-centric approach manifests in many ways. Ours is the only water heater company which provides you with a dedicated Toll Free Customer Care Helpline from any phone - for convenience at your doorstep. We offer you a wide range of colour options in front panels to match your bathroom décor.

Our many firsts in India

- Ours is the only water heater manufacturing company in India using Glass Lining Technology.
- We are also the only water heater company in India, and in the world, to offer the patented Blue Diamond Technology for the Inner Tank which extends the life of the tank.
- We offer you the widest range of colour options in decorative front panels to match the décor of your bathroom.
- Ours is the only water heater company offering you a Toll Free Customer Care Helpline **1.800.103.2468** from any phone.
- A. O. Smith is the first company in India to offer a 4 year warranty on the glass coated heating element.

We look forward to a long and happy association in the years to come. Just follow the instructions in our User Guide carefully and you will enjoy years of trouble-free performance. If you need any assistance, we will be right there, at your doorstep.

For any assistance, kindly contact our Local Officer. We have a dedicated 24x7 A. O. Smith Toll Free Customer Care Helpline **1.800.103.2468**.

OR

Factory Address:
A. O. Smith India Water Heating Private Limited
Plot Number-300, Phase-2, KIADB Industrial Area, Taluka Kanakpura,
District Ramanagaram - 562 112, Karnataka State, India.

Kindly follow the instructions in this User Guide carefully and enjoy years of trouble free performance.

Contents

Specifications 2

Key Features 3

- Glass Coated Element
- Blue Diamond Glass Lining
- Anode Rod Protection
- Safety Valve
- Thermal Cutout

Installation

- Mounting 4
- Plumbing 4
- Electrical Connections 5
- Water Filling 5

Operation Instructions 5

Maintenance and Cleaning 6

Changing the Decorative Front Panel 6

Troubleshooting 7

Circuit Diagram 7

Warranty

- Terms and Conditions 8
- General Terms of Warranty 9
- Post Warranty 9

Warranty Card

- Customer copy and Company copy 10

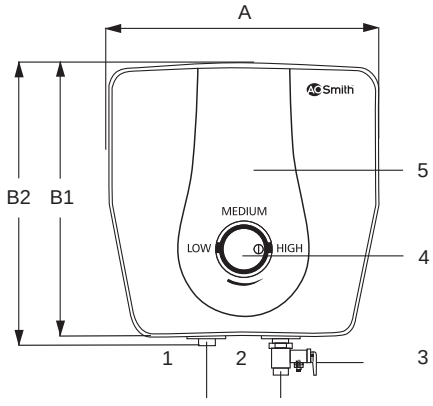
Service and Maintenance 12

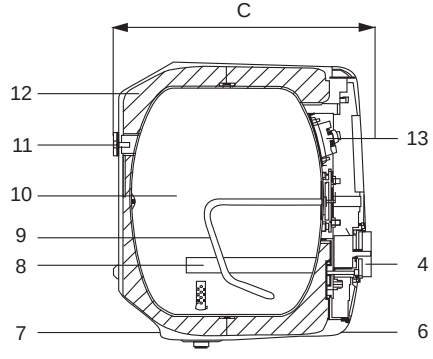
Specifications

Model	EWS-6	EWS-10	EWS-15	EWS-25
Volume [L]	6	10	15	25
Voltage/ Frequency [v/Hz]	← 230~50 →			
Power [W]	2000	2000	2000	2000
Max Stdg. Loss [kWh/24h/45°C diff.] [as per IS 2082:1993 amended in 2002]	0.792	0.99	1.138	1.386
Actual Stdg. Loss [kWh/24h/45^{0}C diff.]	0.444	0.561	0.622	0.770
Reheating Time for 50^{0}C rise [in min]	16	33	48	72
Rated Pressure [bar]	8	8	8	8

Dimensions and Parts

Model	EWS-6	EWS-10	EWS-15	EWS-25
A [mm]	317	373	373	444
B1 [mm]	317	373	373	444
B2 [mm]	326	380	382	453
C [mm]	258	277	348	383

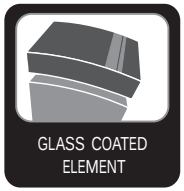




Part Descriptors			
1	Outlet	8	Anode
2	Inlet	9	Heating Element
3	Safety Valve	10	Tank
4	Thermostat Knob	11	Installation Bracket
5	Decorative Front Panel	12	PU Insulation
6	Front Jacket	13	Thermal Cutout
7	Back Jacket		

Key Features

Glass Coated Element increases the life of the heating element



Scale and sediment build-up on the surface of standard elements leads to premature failure. An A. O. Smith Glass Coated Element helps to prevent scale formation on the element extending the life of the element.

Blue Diamond Glass Lining offers the best protection against tank corrosion

The new Blue Diamond technology with enhanced levels of zircon increases the life of the water heater. The lining is proven to be stronger and more water-resistant than any other in the industry.

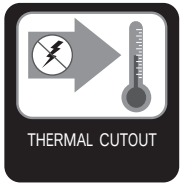
Anode Rod protects the tank from corrosion

The tank has an anode rod system with a stainless steel core that is designed to protect the tank from corrosive elements. The system uses a special cathodic action to fight the corrosive elements, and thus prolong the life of the water heater.

Safety Valve discharges water in case pressure or temperature exceeds preset limits

This water heater has a temperature and pressure safety valve. The valve is designed to automatically relieve and discharge water in case the pressure or temperature overshoots the preset limits.

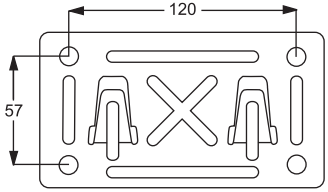
Thermal Cutout cuts off electrical power to the unit if a fault occurs, ensuring safety

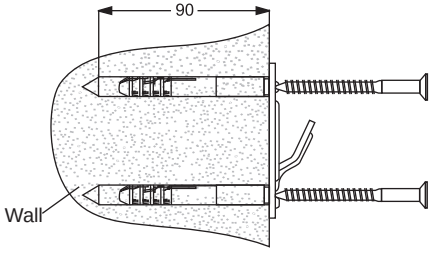


In case a fault occurs and the water temperature exceeds the highest preset temperature on the thermostat, the breaker rapidly cuts off the live line and the zero line simultaneously to guarantee safety.

Installation

Mounting





1. Make sure that the wall can withstand at least twice the weight of water heater when completely filled with water.

2. Before locating the position for installation, make sure that there is a clearance of no less than 300 mm between the front of the heater and the wall. This allows easy opening of the decorative front panel for maintenance or to reset the thermal cutout when necessary.

3. Use a drill bit with diameter of 10mm to drill 4 holes at least 90mm deep in the wall. The four holes should be aligned horizontally and vertically. The horizontal distance between the 2 holes should be 120mm and the vertical distance should be 57mm, as shown in the above diagram.

4. Insert the expansion anchors into the holes. Place the wall bracket over the expansion anchors and tighten the screws on the bracket.

5. Hang the water heater using the hanger hooks on the wall, through the 4 holes on its mounting bracket. Move the water heater downward to ensure that the holes are pressed against the root of the hanger hooks and ensure the water heater is fixed steadily.

Plumbing

1. Make necessary plumbing with reference to the installation diagram on the right page.

2. Connect the safety valve in the water inlet [blue]. It must be installed at the side of the inlet pipe. It has been factory set at 0.8 MPa and is not adjustable. The discharge tube of this valve must face downward and the discharged water must be piped up to or within 15cm above a suitable drain. Under any circumstances, the drain line cannot be blocked and must be open to atmosphere.

   Attention: The direction of arrow points to the water heater that indicates the direction of the water flow current.

3. Connect the hot water pipe to the outlet [red].

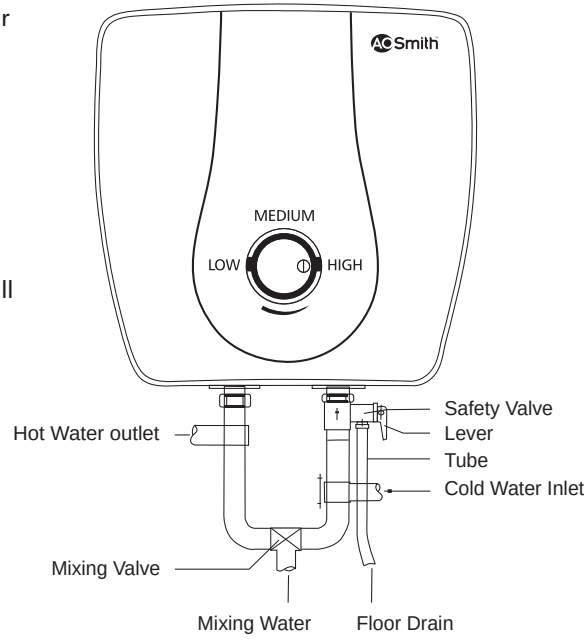
   Attention: Make sure a suitable sealing tape is used for all connections to prevent leakage. Meanwhile, the safety valve must not be screwed too tight to prevent damage.

Electrical Connections

The power cord and plug are connected with this water heater. Find a separate socket for power plug and make sure the socket is in contact with the plug.

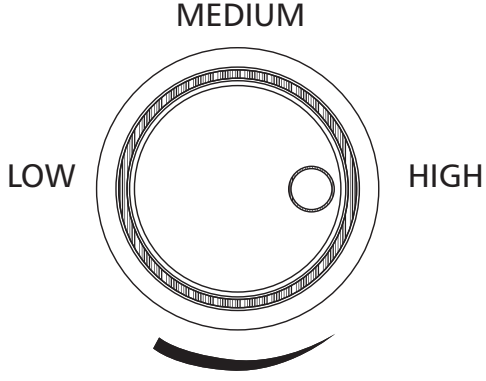
Filling Water

1. Open a hot water faucet nearby to permit the air to escape.
2. Open the cold water inlet valve fully, filling the heater and the piping.
3. Close the hot water faucet when water flows.
4. Check all the connections to see if there is any leak. In case of a leak, drain the heater completely, repair the leaking joint and then refill the heater.



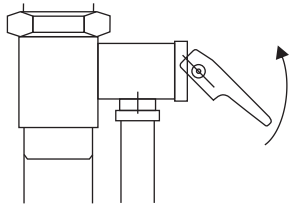
Operation Instructions

1. Switch on the water heater's power supply. The green indicator light comes on.
2. Turn the thermostat knob clockwise for the device to commence heating and change the set temperature. A **red** light will come on. [The set temperature increases if the thermostat knob is turned clockwise.] Temperature can be set in the range of 25^{0}C to 75^{0}C. Recommended to keep thermostat knob notch position always in **Medium or above** level.
3. The red light's switching off indicates the heater has been heated to the set temperature.



Maintenance and Cleaning

Check proper functioning of the safety valve every two months by opening and closing the test lever. The heating element should be checked annually for scale formation, caused by impurities in the water supply. Also, the anode should be checked annually and replaced when worn out over 60%. For cleaning the element or replacing the anode, use the following procedure:



1. Switch off the electric supply to the water heater.
2. Open the hot water taps until the water is not hot any more.
3. Close cold water supply.
4. Drain the water heater by removing the safety valve in the direction of the arrow as indicated in the diagram shown alongside and open the hot water taps.
5. Take off the water heater from the hanger hook when the water heater is empty.
6. Remove the decorative front panel, unscrew the heating assembly flange.
7. Clean the container and the heating element assembly from scale by using a suitable acid or by gently scraping the scale.
8. Replace anode, if required.
9. Remount the heating assembly flange.
10. Hang the water heater on the hanger hook on the wall through the 2 holes of its mounting bracket. Move the water heater downward to ensure that the holes are pressed against the root of the hanger hooks, and ensure the water heater is fixed steadily.
11. Open cold water supply until water flows without interruption from hot water faucets.
12. Close the hot water taps and check for eventual leakage around the flange.
13. When there is no leakage, replace the decorative front panel. Then switch on electric supply.

Changing the Decorative Front Panel

Pull out the Knob

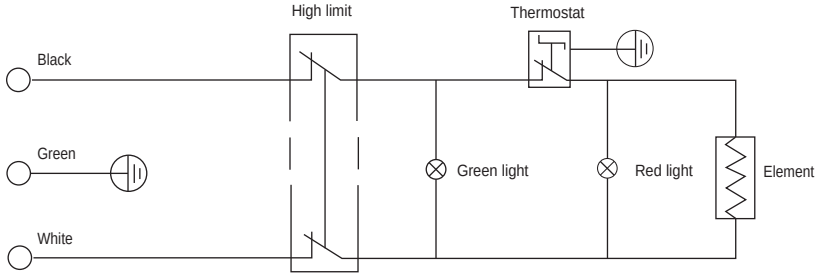
Unscrew

Remove the Decorative Front Panel to change

Troubleshooting

Problem	Cause(s)	Action
Green and Red light off No hot water	No power to heater	Turn on electrical switch. Check for blown fuses or tripped breaker
	Thermal cutout switch open	Call Customer Care Centre on 1.800.103.2468
	Control circuit or internal wiring error	
Green light on Red light off No hot water	Non-functioning thermostat	Call Customer Care Centre on 1.800.103.2468
	Control circuit or internal wiring error	
Water temperature is too high	Thermostat set is too high	Call Customer Care Centre on 1.800.103.2468 Thermostat may need to be replaced
	Thermal cutout trips	Call Customer Care Centre on 1.800.103.2468
Water heats slowly	Non-functioning element	Call Customer Care Centre on 1.800.103.2468 Element may need to be replaced
Thermostat does not shut off	Non-functioning thermostat	Call Customer Care Centre on 1.800.103.2468 Thermostat may need to be replaced
	Improper calibration	Call Customer Care Centre on 1.800.103.2468 Thermostat may need to be replaced
Piping connection leaks	Connection not sealed	Call plumber
Leaky cover	Tank or parts leak	Shut off power immediately, and Call Customer Care Centre on 1.800.103.2468

Circuit Diagram



Warranty

Terms & Conditions

Your A. O. Smith water heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

Register your product with the A. O. Smith Customer Care Centre [**1.800.103.2468**] within two months of purchase. You will get an extended warranty on the element [from 2 years to 4 years]. You can also get an additional changeable Decorative Front Panel in a colour of your choice, without cost.

1. The customer will notify the Company promptly about defects noticed and give the Company or its authorized service provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office/Service Centre along with the original invoice, in the city where they are sold.

2. Special Warranty from the date of purchase subject to certain conditions specified.

   - Tank - 7 Years
   - Glass Lined Heating Element - 2 + 2 Years*
   - Rest of the parts - 2 Years

3. Inspection and Test Report of the Company's Office/Service Centre will be treated as final and binding under the Warranty for determining the defects, repairs/alterations required or carried out, or certifying working of the goods thereafter.

4. The Company or its authorized service provider will be entitled to retain any defective part replaced under the warranty.

5. The Company's liability under the warranty will be limited only to defects which occur under conditions of normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to goods or to parts by others.

6. Components subject to wear, such as anode, are not covered under this warranty.

7. The customer will have no claim under this warranty in respect of any personal injury, damage or property or consequential damages, or for utilization of the goods not in accordance with the user manual.

*If you register the A. O. Smith Water Heater with our Customer Care Centre - **1.800.103.2468**, then you would be eligible for additional 2 Years warranty.

General Terms of Warranty

1. The “goods” shall mean the goods described in the purchase agreement.

2. “The customer” shall mean the original purchaser under the purchase agreement.

3. “The Company” shall mean A. O. Smith India Water Heating Pvt. Ltd.

4. The “Purchase Agreement shall mean the General Terms and Conditions of Sale agreed upon by the Customer and the Company as printed on the Invoice.

5. “Invoice” shall mean the Invoice issued for the Unit by the Company or Authorized Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.

6. “User Guide” shall mean the instructions for installation leaflet published by the Company and delivered to the Customer.

Note: For registration of the extended Warranty, please call our Dedicated Toll Free Call Centre Number **1.800.103.2468** OR fill up the details in the Warranty Card and mail the same to A. O. Smith India Water Heating Pvt. Ltd., Bangalore.

Post Warranty

1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.

2. In case the Customer does not wish to enter the Service Contract, he has the option of calling our Service Centre and having his A. O. Smith Water Heater unit serviced on Actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service/Complaint call at the prevailing Company rates. Such service will be rendered by the Company in towns/places where the Company has its Service Centres.

3. The Company will provide free servicing of the goods brought to its Service Centre by the Customer, provided that all expenses of transporting the goods to and from the Service Centre shall be borne by the customer directly.

4. If, during such service, it is necessary for the Company to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

Warranty Card

Warranty Card (Customer Copy)

(To be retained by the Customer) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

_____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Warranty Card (Company Copy)

(To be sent back to the Company) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

_____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Service and Maintenance

For Service needs:

Please contact our 24-hr A. O. Smith Toll Free Customer Care Centre Helpline at **1.800.103.2468**

Factory Address

A. O. Smith India Water Heating Private Limited
Plot No. 300, Phase - 2, KIADB Industrial Area, Harohalli, Taluka Kanakpura,
Dist. Ramanagaram - 562 112, Karnataka, India.
■ Toll Free: 1.800.103.2468 ■ Website: www.aosmithindia.com

Manufactured by A. O. Smith India Water Heating Private Limited
Plot No. 300, Phase - 2, KIADB Industrial Area, Harohalli, Taluka Kanakpura, Dist. Ramanagaram - 562 112. Karnataka, India.
Toll Free: 1.800.103.2468 ■ Website: www.aosmithindia.com